

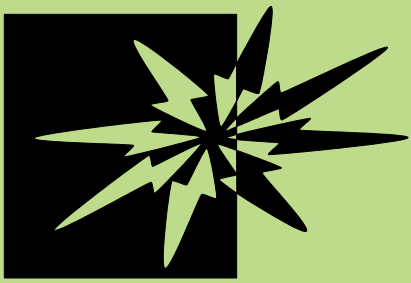
**Haringey** Council

# From Baby Peter towards Excellence

**The story  
isn't over ...**

# 2008-2009

- Local and National distrust, venom, anger, antipathy
- Low staff morale
- Poor judgements and risk aversion
- High agency staff %
- Increased workloads
- Intense Local and National scrutiny within the media and professionally

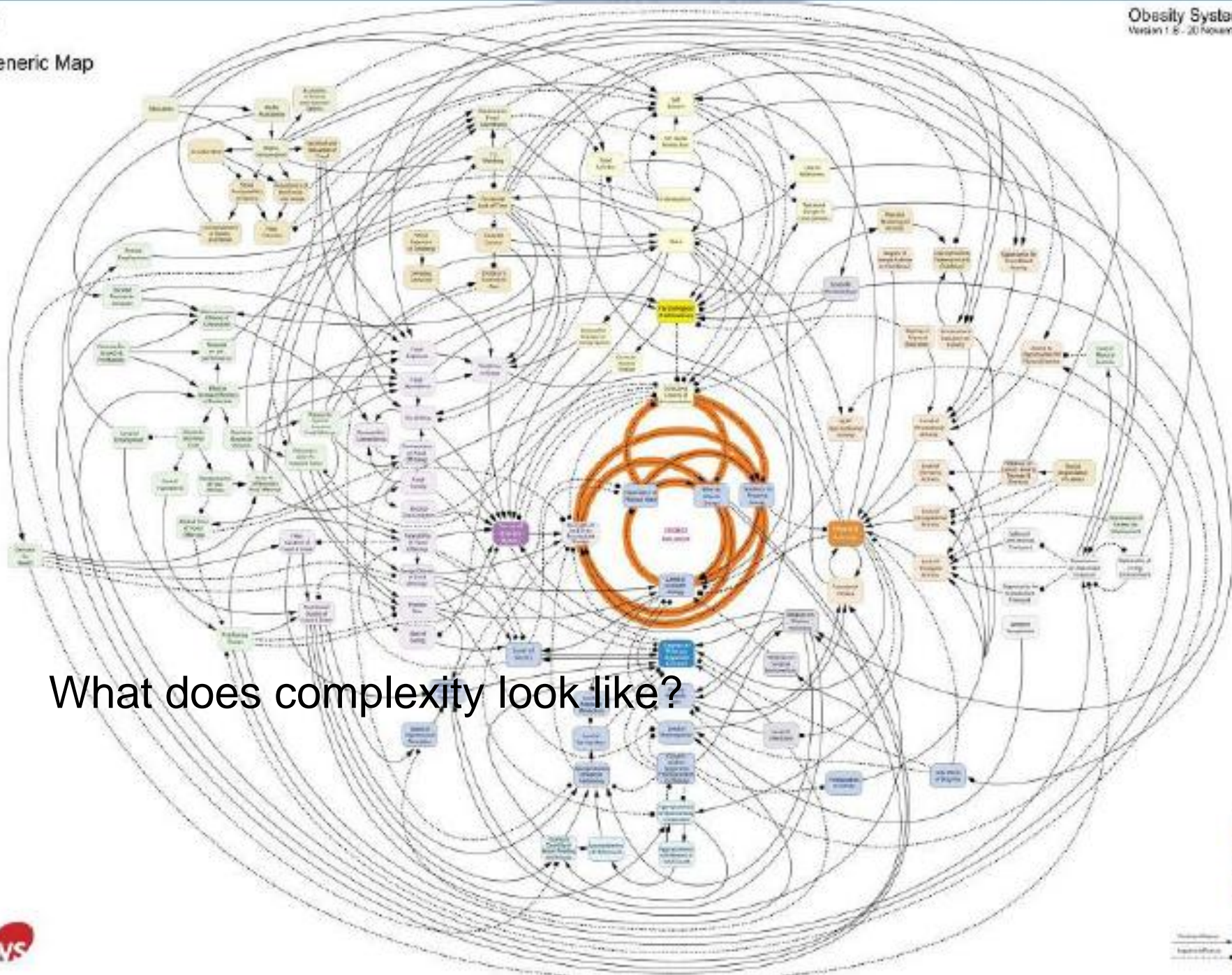


**Haringey** Council

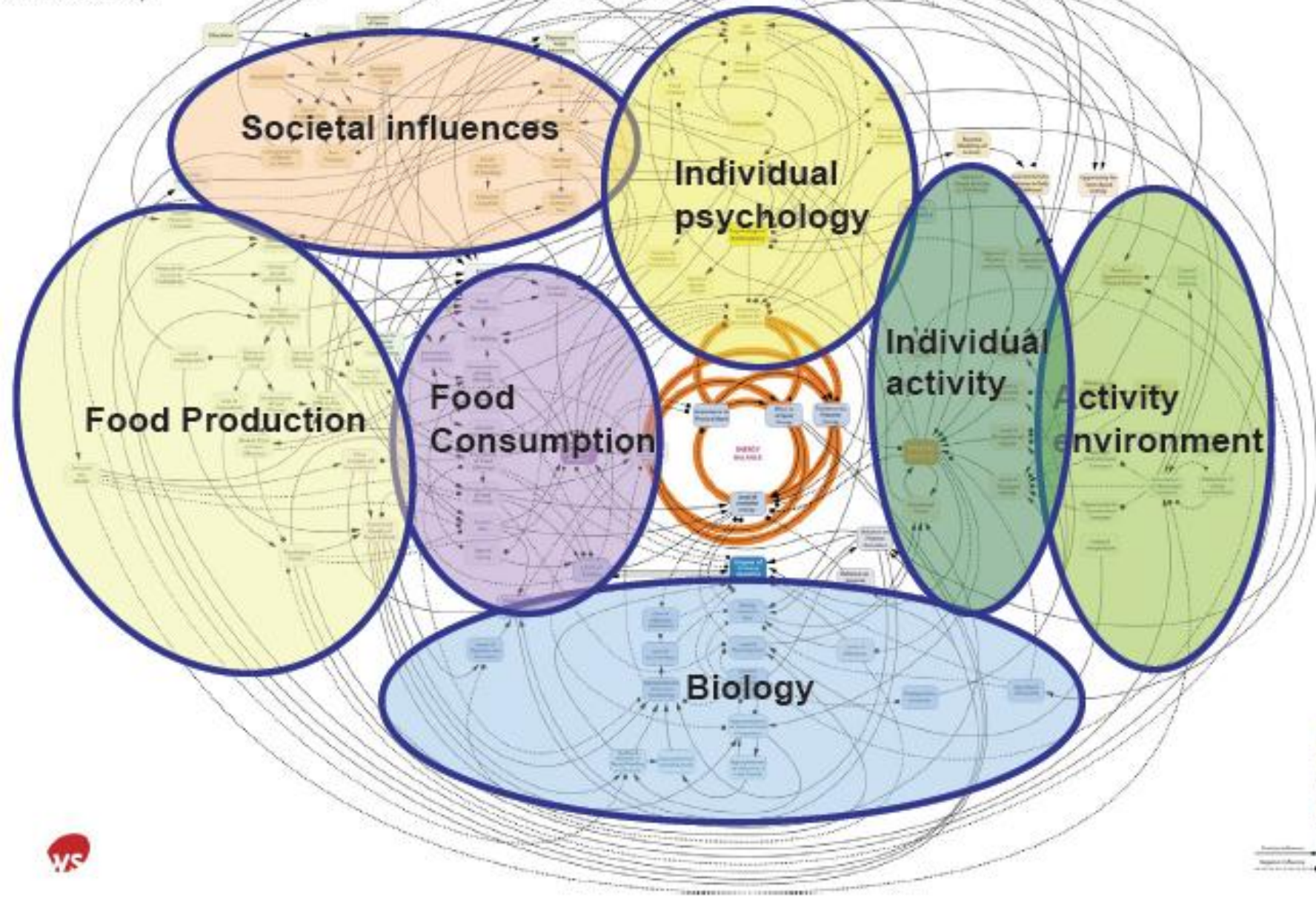
- Protecting Children is a complex business....

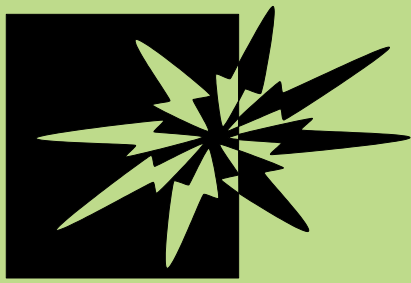
**The story  
isn't over ...**

Full Generic Map



What does complexity look like?





**Haringey** Council

## At the Heart of this Complexity..

“The most important condition for success was found always to be the quality of the relationship between the child’s family and the responsible professional”

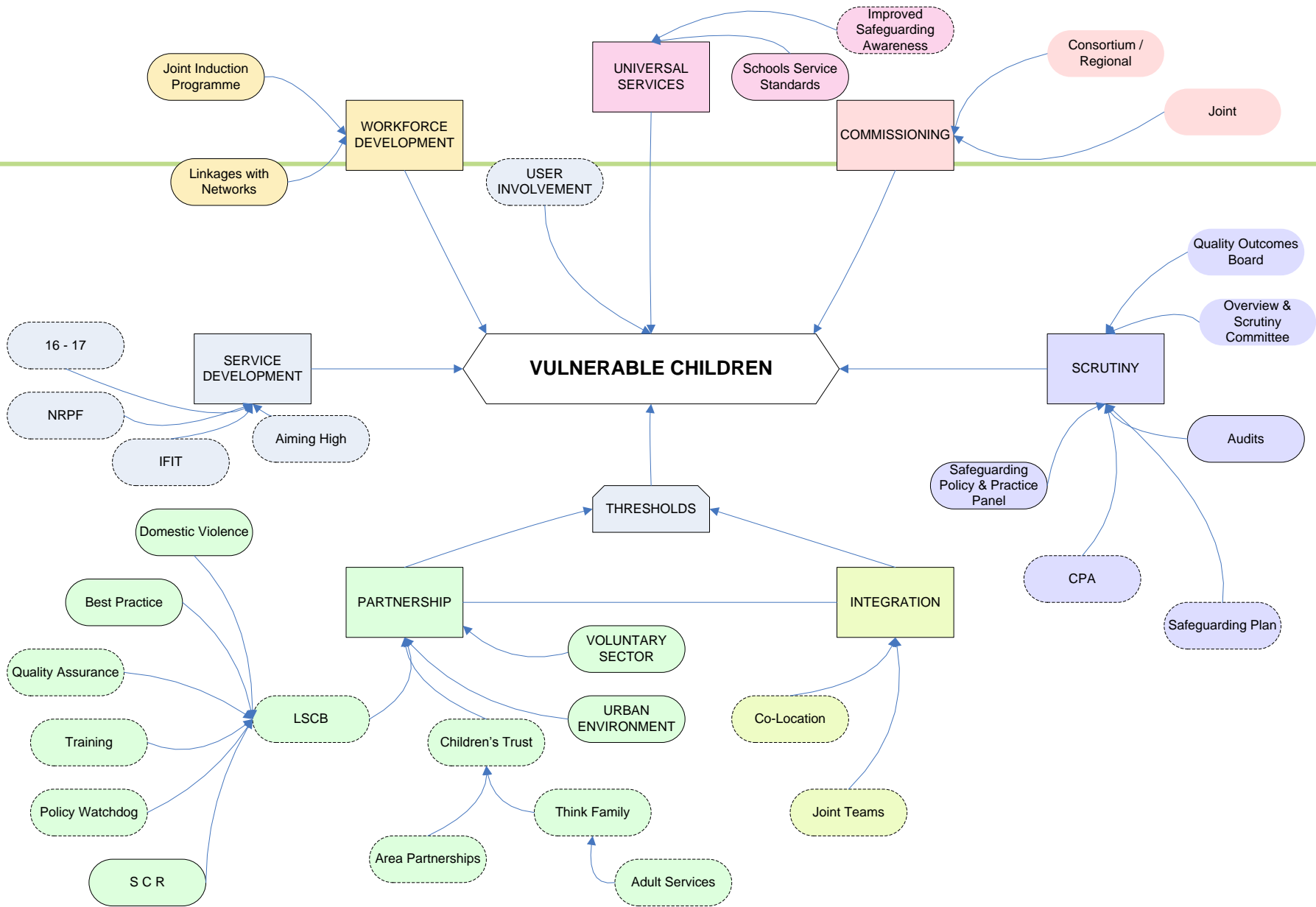
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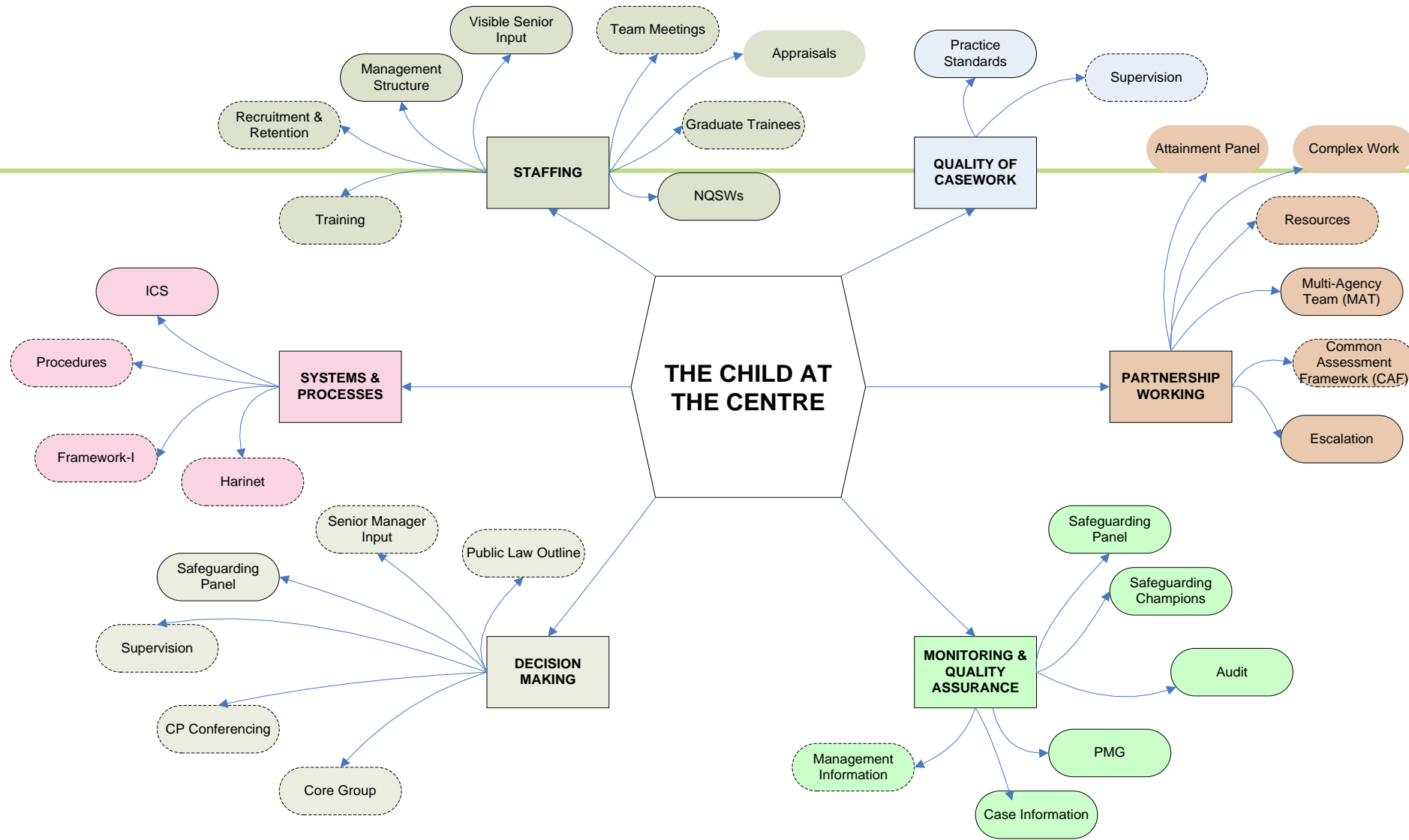
**The story  
isn’t over ...**

# STARTING POINTS

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- **The JAR was critical of the partnership – the partnership needs to address it together**
- **Quality over quantity – NI59 and 60 as totems**
- **No secrets and no spin**
- **No one person fixes this**
- **No one thing fixes this**





**SELF-CONFIDENT, AUTHORITATIVE PRACTICE & DECISION MAKING**

# “Good Progress and Good Capacity to Improve”

- They found “extensive and consistent evidence” to support their judgements
- “Significant improvements in...”:
  - Quality of practice and management
  - Partnership working
  - Capacity
  - Quality assurance
  - Performance management

# “Good Progress and Good Capacity to Improve”

- Reduction of caseloads is good – up to 50%
- Supervision, training and performance management of front line staff
- Recruitment and retention of social work staff
- “Significant progress” in achieving stability at all tiers of management
- Managers demonstrating “leadership and rigour”

# What Next?

- **Demand continues to increase – 65% increase in CPP (33% nationally); 23% increase in CiC (17% nationally); budget pressures; recruitment and retention....the day job carries on**
- **A strategic approach to Risk Management**
- **More multi agency responses – children in care; children with disabilities; high end family support services; emotional well-being services; building on Think Family work; IT/Workforce Development/Performance Management**